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## WATER COOLER

### Use & Care Guide

For questions about features, operation/performance,  
parts, accessories or service, call: 1-866-363-9472

or visit our website at...  
[www.whirlpool.com](http://www.whirlpool.com)

## ENFRIADOR DE AGUA

### Manual de Uso y Cuidado

Para consultas respecto a características, operación/desempeño,  
partes, accesorios o servicio técnico, llame al: 1-866-363-9472

o visite nuestra página de internet  
[www.whirlpool.com](http://www.whirlpool.com)

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Model Series/Series de modelos

**WHKM-D10**

WHKM-D20

WHKM-D30

WHKM-D40

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## WATER COOLER SAFETY

### Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING."

These words mean:

#### **⚠ DANGER**

You can be killed or seriously injured if you don't immediately follow instructions.

#### **⚠ WARNING**

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

### IMPORTANT SAFETY INSTRUCTIONS

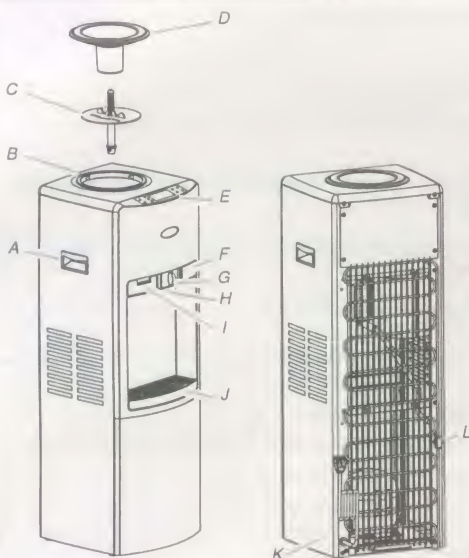
**WARNING:** To reduce the risk of fire, electric shock, or injury when using your water cooler, follow these basic precautions:

- Plug into a grounded 3 prong outlet.
- Do not remove ground prong.
- Do not use an adapter.
- Do not use an extension cord.
- Disconnect power before servicing.
- Replace all parts and panels before operating.
- Use two or more people to move and install water cooler and bottles.

**SAVE THESE INSTRUCTIONS**

## PARTS AND FEATURES

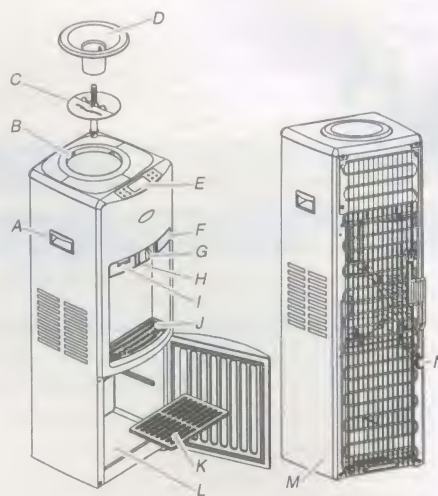
Models D10 and D40



A. Handle  
B. Water reservoir  
C. Baffle  
D. Bottle supply collar  
E. Control panel/display  
F. Cold water button  
G. Adjustable temperature control (not included with model WHKM-D10)

H. Night light (not included with model WHKM-D10)  
I. Dual action hot water button  
J. Drip tray  
K. Serial label  
L. Drain plug

Models D20 and D30



A. Handle  
B. Water reservoir  
C. Baffle  
D. Bottle supply collar  
E. Control panel/display  
F. Cold water button  
G. Adjustable temperature control  
H. Night light

I. Dual action hot water button  
J. Drip tray  
K. Shelf  
L. Refrigerator (model WHKM-D30)/Storage compartment (model WHKM-D20)  
M. Serial label  
N. Drain plug

## INSTALLATION INSTRUCTIONS

### Tools and Parts

Gather the required tools and parts before starting installation.

#### Tool needed

Flathead screwdriver or 7 mm hex nut driver

#### Parts Supplied

Check that all parts are included.



Drip tray



Shelf (models WHKM-D20/WHKM-D30)

#### Part Needed

3 or 5 gal. (11.4 or 18.9 L) water bottle



## Unpack the Water Cooler

### **⚠ WARNING**

#### **Excessive Weight Hazard**

**Use two or more people to move and install water cooler and bottles.**

**Failure to do so can result in back or other injury.**

#### **IMPORTANT:**

- Allow the water cooler to stand upright for a minimum of 1 hour after unpacking it and before plugging it into an electrical outlet. This allows the refrigerant to settle properly and avoids damage to the cooling system.
- Remove the plastic bag and discard.
- Remove tape from drip tray and discard.
- Dispose of/or recycle all packaging materials.

## Location Requirements

**NOTE:** This water cooler is recommended for indoor use only. Check location where water cooler will be installed. The location must provide:

- A 2" (5 cm) clearance between the water cooler and the wall.

**IMPORTANT:** For best performance, do not place the water cooler near an open flame, radiator or other heat source.

- Grounded 3 prong outlet.
- Install where water cooler is protected from the elements. Protect against freezing to avoid possible rupture of drain line. Such ruptures are not covered by the warranty. See "Storing" in the "Water Cooler Care" section for winter storage information.

If the water cooler will be left unused for a period of time or in a location where it may be subject to freezing, follow the instructions in "Storing."

## Electrical Requirements

### **⚠ WARNING**



#### **Electrical Shock Hazard**

**Plug into a grounded 3 prong outlet.**

**Do not remove ground prong.**

**Do not use an adapter.**

**Do not use an extension cord.**

**Failure to follow these instructions can result in death, fire, or electrical shock.**

A 120 volt, 60 Hz, AC only, 15- or 20-amp fused, grounded electrical supply is required.

## WATER COOLER USE

**NOTE:** Clean baffle and reservoir thoroughly before first using your water cooler and during normal maintenance operations. See "Water Cooler Care."

## Water Cooler Preparation

### **⚠ WARNING**

#### **Excessive Weight Hazard**

**Use two or more people to move and install water cooler and bottles.**

**Failure to do so can result in back or other injury.**

1. Install water bottle.
2. Make sure water bottle lies firmly on the top of the water cooler. If it does not, reposition the water bottle until it is firmly seated.
3. Wait 5 minutes and then check to see that water flows easily from both taps.

### **⚠ WARNING**



#### **Electrical Shock Hazard**

**Plug into a grounded 3 prong outlet.**

**Do not remove ground prong.**

**Do not use an adapter.**

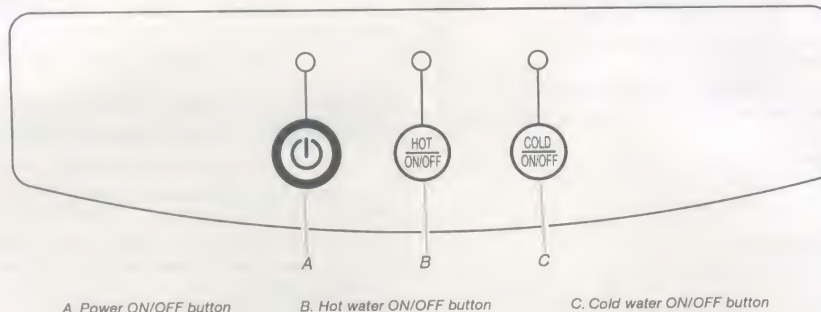
**Do not use an extension cord.**

**Failure to follow these instructions can result in death, fire, or electrical shock.**

4. Plug into a grounded 3 prong outlet.
5. Press the power button located on the front of the water cooler so that the green power light remains lit.
6. The thermostat is factory set. You must wait approximately 1 hour for the water to reach optimal temperature.

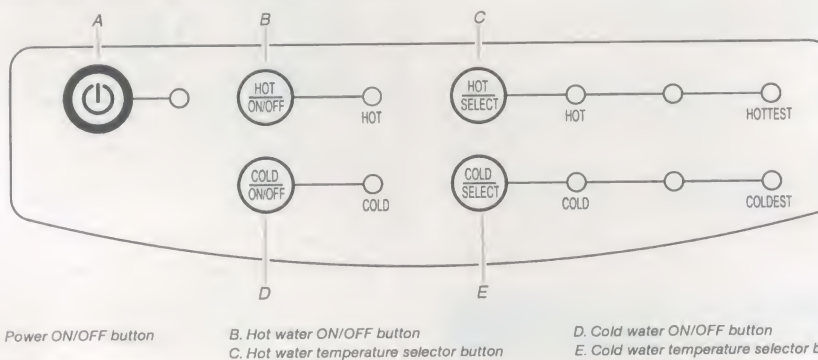
## Operating the Water Cooler

### To operate model WHKM-D10



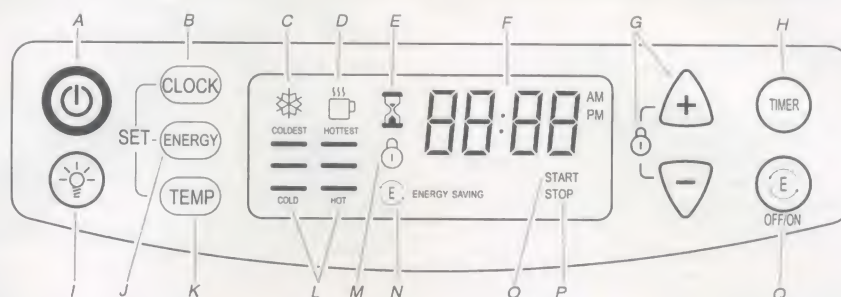
1. Press the power button to turn power on to the water cooler. When the light flashes, the water cooler is connected to power but is turned off. When the light is lit, water cooler is on.
2. Select either Hot or Cold. When the light flashes, there is power to the unit, and the water is heating or cooling. The light will remain lit after the water has been heated or cooled. It will turn off when the hot or cold water is turned off.

### To operate model WHKM-D20



1. Press the power button to turn power on to the water cooler. When the light flashes, the water cooler is connected to power but is turned off. When the light is lit, water cooler is on.
2. Press either Hot On/Off or Cold On/Off. The light will turn on when there is power to the hot or cold water system. It will turn off when the hot or cold water is turned off.
3. Press either Hot/Select or Cold/Select. Continue to press the selected button until the desired water temperature light is lit (hot to hottest or cold to coldest). When the light flashes, there is power to the unit, and the water is heating or cooling. The light will remain lit after the water has been heated or cooled.

# To operate model WHKM-D30



- A. Power ON/OFF button
- B. SET - CLOCK button
- C. Cold water operation icon
- D. Hot water operation icon
- E. TIMER icon
- F. Clock display
- G. Feature adjustment and Control Lock buttons
- H. TIMER button:
- I. Night light button
- J. SET - ENERGY button
- K. SET - TEMP button
- L. Temperature setting display
- M. Control panel lock icon
- N. Energy saving icon
- O. Energy saving operation START icon.
- P. Energy saving operation STOP icon
- Q. Energy saving ON/OFF button.

Press the power button to turn power on to the water cooler. When power is first supplied to the water cooler, the cold (snowflake) and hot (teacup) operation icons will flash and the clock will be set to 12:00 AM.

## **Clock**

To set the clock:

1. Press SET - CLOCK button. The minutes will begin flashing.
2. Press the feature adjustment buttons, + and -, to set the minutes.
3. Press SET - CLOCK again so the hour begins flashing.
4. Press the feature adjustment buttons, + and -, to set the hour.
5. Press SET - CLOCK again to exit the clock set mode.

## **Energy Saving Mode**

Energy saving mode is designed to save energy by shutting the water cooler on and off at pre-set times.



To turn on the energy saving mode, press the energy saving OFF/ON button. The energy saving icon will light up, indicating the energy saving mode is on.

To turn off the energy saving mode, press the energy saving OFF/ON button so that the energy saving icon is no longer visible.

To set the energy saving mode start time:

1. Press SET - ENERGY button. The energy saving icon and START icon will light up and the minutes will begin to flash.
2. Press the feature adjustment buttons, + and -, to set the minutes when you want the water cooler to turn on (usually set for sometime in the early morning).
3. Press SET - ENERGY again so that the hour begins to flash.
4. Press the feature adjustment buttons, + and -, to set the hour.

To set the energy saving mode stop time:

1. Press SET - ENERGY button so that the energy saving icon and STOP icon light up and the minutes begin to flash.
2. Press the feature adjustment buttons, + and -, to set the time when you want the water cooler to turn off (usually set for sometime late at night).
3. Press SET - ENERGY again so the hour begins to flash.
4. Press the feature adjustment buttons, + and -, to set the hour.
5. Press SET - ENERGY again to leave the energy saving set mode.

## **Setting the Temperature**

To set the temperature of the hot and cold water:

1. Press SET - TEMP button. The hot water icon and temperature setting will flash.
2. Press the feature adjustment buttons, + and -, to set the hot water temperature. The temperature ranges from hot (one bar) to hottest (three bars).
3. Press SET - TEMP button again so the cold water icon and temperature setting are flashing.
4. Press the feature adjustment buttons, + and -, to set the cold water temperature. The temperature ranges from cold (one bar) to coldest (three bars).
5. Press SET - TEMP button again to exit the temperature set mode.

**NOTE:** During normal operation of the water cooler, the cold water icon and/or the hot water icon will flash when the unit is cooling or heating the water.



### Night Light

Press the night light button to turn on the night light. Press it again to turn off the night light.

### Timer

This water cooler is equipped with a timer feature. An audible alarm will sound once the timer has finished counting down.

To set the timer:

1. Press TIMER button. The timer icon will light up, and the minutes will begin to flash.
2. Press the feature adjustment buttons, + and -, to number of minutes that you wish to countdown.
3. Press TIMER again and the hour will begin to flash.

4. Press the feature adjustment buttons, + and -, to set the number of hours you wish to countdown.
5. Press TIMER again to exit set timer mode and start the timer. The timer countdown will be displayed in place of the clock, and the timer icon will flash.

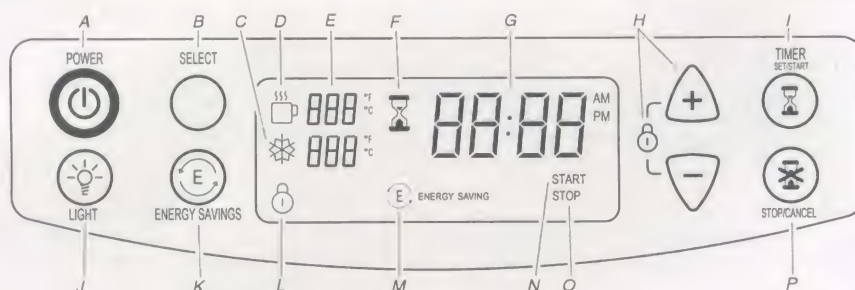
### Control Panel Lock

To lock the control panel so that no adjustments can be made to any of the features, press both features adjustment buttons, + and -, simultaneously. The control panel lock icon will remain lit when the control panel is locked.

To unlock the control panel, press both feature adjustment buttons, + and -, simultaneously. The control panel lock icon will no longer be visible.

**NOTE:** The night light is the only feature that can be adjusted when the control panel is locked.

### To operate model WHKM-D40



A. Power ON/OFF button  
B. Select button  
C. Cold water operation icon  
D. Hot water operation icon  
E. Temperature setting display.

F. Timer icon  
G. Clock display  
H. Feature adjustment and control lock buttons  
I. TIMER Set/Start button  
J. Night light button  
K. Energy saving ON/OFF button

L. Control panel lock icon  
M. Energy saving icon  
N. Energy saving operation START icon  
O. Energy saving operation STOP icon  
P. STOP/CANCEL button

Press POWER button to turn power on to the water cooler. When power is first supplied to the water cooler, hot (teacup) and the cold (snowflake) operation icons will flash and the clock will be set to 12:00 AM.

### Clock

To set the clock:

1. Press SELECT button. The minutes will begin flashing.
2. Press the feature adjustment buttons, + and -, to set the minutes.
3. Press SELECT again so the hour begins flashing.
4. Press the feature adjustment buttons, + and -, to set the hour.
5. Press SELECT again to exit the clock set mode.

To set the energy saving mode start time:

1. Press SELECT button. The energy saving icon and START icon will light up and the minutes will begin to flash.
2. Press the feature adjustment buttons, + and -, to set the minutes when you want the water cooler to turn on (usually set for sometime in the early morning).
3. Press SELECT again so that the hour begins to flash.
4. Press the feature adjustment buttons, + and -, to set the hour.

### Energy Saving Mode

Energy saving mode is designed to save energy by shutting the water cooler on and off at pre-set times.

To turn on the energy saving mode, press ENERGY SAVINGS button. The energy saving icon will light up, indicating the energy saving mode is on.

To turn off the energy saving mode, press ENERGY SAVINGS button so that the energy saving icon is no longer visible.

To set the energy saving mode stop time:

1. Press SELECT button so that the energy saving icon and STOP icon light up and the minutes begin to flash.
2. Press the feature adjustment buttons, + and -, to set the time when you want the water cooler to turn off (usually set for sometime late at night).
3. Press SELECT again so the hour begins to flash.
4. Press the feature adjustment buttons, + and -, to set the hour.
5. Press SELECT again to leave the energy saving set mode.



### Setting the Temperature

To set the temperature of the hot and cold water:

1. Press SELECT button. The hot water icon and temperature setting will flash.
2. Press the feature adjustment buttons, + and -, to set the hot water temperature. The hot temperature is adjustable from 140°F to 192°F (60°C to 89°C).
3. Press SELECT button again so the cold water icon and temperature setting are flashing.
4. Press the feature adjustment buttons, + and -, to set the cold water temperature. The cold temperature is adjustable from 41°F to 54°F (5°C to 12°C).
5. Press SELECT button again to exit the temperature set mode.

**NOTE:** During normal operation of the water cooler, the cold water icon and/or the hot water icon will flash when the unit is cooling or heating the water.

### Night Light

Press the night light button to turn on the night light sensor. The night light sensor turns on the light when the room gets dark. Press it again to turn off the night light sensor.

### Timer

This water cooler is equipped with a timer feature. An audible alarm will sound once the timer has finished counting down.

To set the timer:

1. Press TIMER button. The timer icon will light up, and the minutes will begin to flash.
2. Press the feature adjustment buttons, + and -, to number of minutes that you wish to countdown.
3. Press TIMER again and the hour will begin to flash.
4. Press the feature adjustment buttons, + and -, to set the number of hours you wish to countdown.
5. Press TIMER again to exit set timer mode and start the timer. The timer countdown will be displayed in place of the clock, and the timer icon will flash.

To stop or cancel the timer:

1. Press STOP/CANCEL to stop and exit the timer mode.
2. Press STOP/CANCEL anytime while the timer is counting down to cancel and exit the timer mode.

### Control Panel Lock

To lock the control panel so that no adjustments can be made to any of the features, press both features adjustment buttons, + and -, simultaneously. The control panel lock icon will remain lit when the control panel is locked.

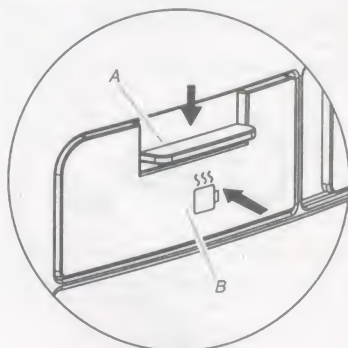
To unlock the control panel, press both feature adjustment buttons, + and -, simultaneously. The control panel lock icon will no longer be visible.

**NOTE:** The night light is the only feature that can be adjusted when the control panel is locked.

### Using the water dispensers

This water cooler features 2 easy-to-use water dispensers with an adjustable temperature control that works with the cold water dispenser (on some models)

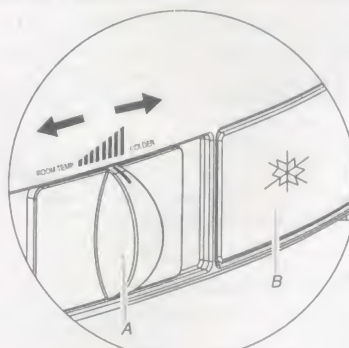
#### Hot water dispenser



A. Hot water tab  
B. Hot water button

- **Hot water button:** The left button dispenses hot water ranging from 140°F to 192°F (60°C to 89°C)\*. To activate, press and hold the hot water tab down and then press in on the hot water button.

#### Cold water dispenser



A. Temperature control  
B. Cold water button

- **Cold to room temperature button and control:** The right button dispenses water ranging from cold (anywhere from 41°F to 54°F [5°C to 12°C]\*) to room temperature water. To activate, press the cold water button.

The adjustable temperature control (on some models) mixes room temperature and cold water. Slide the control to the left for room temperature water and to the right for water from the coldest setting on your control panel.

\*Tested in environmental chambers at 77°F (25°C).

## Changing a Water Bottle

### ⚠ WARNING

#### Excessive Weight Hazard

Use two or more people to move and install bottles.  
Failure to do so can result in back or other injury.

1. Press the power button located on the front of the water cooler.
2. Unplug water cooler or disconnect power.
3. Remove the water bottle from the water cooler.
4. Remove the cap from a new water bottle.
5. Turn the water bottle over and place opening into reservoir on water cooler.
6. Ensure that the water bottle is lying firmly on the water cooler. If not, reposition the water bottle until it is firmly seated.
7. Wait 5 minutes and then check to see that water flows easily from all taps.

### ⚠ WARNING



#### Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove ground prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

8. Plug into a grounded 3 prong outlet.
9. Press the power button located on the front of the water cooler.

## WATER COOLER CARE

### Cleaning

### ⚠ WARNING

#### Excessive Weight Hazard

Use two or more people to move and install bottles.  
Failure to do so can result in back or other injury.

#### Cleaning the Exterior

In most cases, regular use of a soft, damp cloth or sponge and a mild detergent, or any nonabrasive household cleaner, is all that is necessary to keep the outside of your water cooler looking nice and clean.

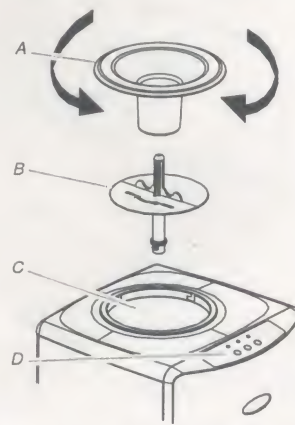
#### Cleaning the Interior

Follow these steps when first using your water cooler and during regular cleaning operations. It is recommended that you clean and sanitize the interior every 2 months.

#### Wash

1. Press the power button located on the front to turn off the water cooler.
2. Remove the bottle.

3. Using containers large enough to collect all water, empty the reservoir through the faucets.
4. Remove the baffle from the water cooler.
  - A. Turn baffle supply collar counterclockwise and lift to remove.
  - B. Turn baffle counterclockwise and lift to remove.



A. Baffle supply collar  
B. Baffle

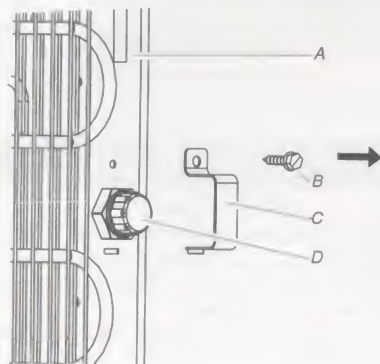
C. Water reservoir  
D. Power button

5. Prepare a cleaning solution of 1 tsp (5 mL) of a mild dish soap to 0.5 gal. (2 L) of clean, room temperature water.
6. Wash the baffle and faucet exteriors completely using a soft cloth and the cleaning solution.
7. Rinse immediately with clean, running water.
8. Prepare a new cleaning solution of 1 tsp (5 mL) of a mild dish soap to 0.5 gal. (2 L) of clean, room temperature water.
9. Fill the reservoir with the prepared cleaning solution.
10. Use a soft cloth to clean the inside of the reservoir with the cleaning solution.
11. Using containers large enough to collect cleaning solution, drain all of the cleaning solution from the cooler through both faucets equally and discard.

#### Rinse

**IMPORTANT:** After rinsing, continue on to sanitizing section.

1. To thoroughly rinse, fill the reservoir with clean water and drain water through both faucets equally. Repeat at least 3 times. If an odor is present, continue to rinse until it is gone.
2. Place container under drain plug on the back of the unit.
3. Remove drain plug cover with flathead screwdriver or 7 mm hex nut driver. Turn drain plug counterclockwise to remove.



A. Back of water cooler  
B. Drain plug cover screw  
C. Drain plug cover  
D. Drain plug

4. Drain all rinse water from the drain and discard.
5. Reinstall drain plug and turn clockwise to tighten. Replace drain plug cover.

#### Sanitizing

### ⚠ WARNING

#### Excessive Weight Hazard

Use two or more people to move and install bottles.  
Failure to do so can result in back or other injury.

#### Sanitize

1. Prepare two sanitizing solutions each of 2 tsp (10 mL) of common household bleach (5.25% sodium hypochlorite) to 1 gal. (4 L) of room temperature water.
2. Remove the baffle from water cooler. See "Cleaning the Interior" in Cleaning section.
3. Fill a clean container with one of the sanitizing solutions and place baffle into the solution for 5 minutes.
4. Rinse baffle with running water.
5. Fill the reservoir with the prepared sanitizing solution and let stand for 5 minutes.
6. Using containers large enough to collect all sanitizing solution, drain all sanitizing solution from the water cooler reservoir through both faucets equally and discard.

#### Rinse

1. To thoroughly rinse, fill the reservoir with clean water and drain water through both faucets equally. Repeat at least 3 times. If an odor of bleach is present, continue to rinse until it is gone.
2. Then remove drain plug from the back of the unit to drain remaining water. If an odor of bleach is present, continue to rinse until it is gone. Reinstall drain plug. See "Cleaning the Interior" in Cleaning section.
3. Remove the reservoir plugs from the reservoir vent and inlet holes, and reinstall the baffle.
  - A. Insert the baffle and turn clockwise to position.
  - B. Insert the baffle supply collar and turn clockwise to position.
4. Install a clean water bottle. See "Changing a Water Bottle."
5. Clean faucets and the water cooler exterior with a damp cloth.
6. Check that water flows freely from faucets.
7. Press the power button on the front of unit so the green power light remains lit.

#### Storing

If you will be away from your water cooler for an extended period of time, unplug the power cord, remove the water bottle, empty the reservoir, and completely drain the water line. (See "Cleaning" for drain plug removal.)



#### Water cooler is noisy

The water cooler is equipped with a refrigeration system. It is, therefore, normal to hear a refrigerator-like vibrating sound as part of the operating cycle. For hot water models, it is also normal to hear boiling sounds at regular intervals.

#### Water is not hot enough

The hot water temperature is adjustable from 140°F to 192°F (60°C to 89°C). Water takes several minutes to heat; if the water is still not hot after several minutes, call customer service. See "Assistance or Service."

#### No water flows from the hot water tap

- Are air bubbles keeping the water heater from filling up?

### **⚠ WARNING**

#### **Excessive Weight Hazard**

**Use two or more people to move and install bottles.**

**Failure to do so can result in back or other injury.**

Remove the water bottle and check the reservoir water level. There should be 1" (2.5 cm) of water above the baffle. If this is not the case, insert a full bottle onto the cooler and check again. If the water level is adequate, reinstall the bottle.

Place a container under the hot water tap and turn on the tap to let trapped air out. This process may take up to 1 minute.

## **ASSISTANCE OR SERVICE**

Before calling for assistance or service, please check "Troubleshooting." It may save you the cost of a service call. If you still need help, follow the instructions below.

When calling, please know the purchase date and the complete model and serial number of your appliance. This information will help us to better respond to your request.

#### **If You Need Replacement Parts**

If you need to order replacement parts, we recommend that you only use factory specified parts. Factory specified parts will fit right and work right because they are made with the same precision used to build every new WHIRLPOOL® appliance.

To locate factory specified parts in your area, call us or your nearest designated service center.

Call customer service toll free in the U.S.A. and Canada:

**1-866-363-9472** Monday to Friday 8:00 a.m. to 6:00 p.m. (EST).

#### **For Further Assistance**

If you need further assistance, you can write to us with any questions or concerns at:

Whirlpool Water Products  
Customer Experience Center  
553 Benson Road  
Benton Harbor, MI 49022-2692

Please include a daytime phone number in your correspondence.